AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph starting at Page 7, line 12 and ending at Page 8, line 3, with the following amended paragraph:

The processor 204 may include any processor capable of performing instructions encoded in software. In accordance with another embodiment of the present invention, the processor 204 may comprise a controller or application specific integrated circuit (ASIC) having and capable of performing instructions encoded in logic circuits. The memory 208 may be used to store programs or data, including data comprising a queue or queues, in connection with the running of programs or instructions on the processor 204. The data storage 212 may generally include storage for programs and data. For example, the data storage 212 may store operating system code ~~224~~226, and various applications, including a probability function application 228 and a work distribution application 232, capable of execution by the processor 204. The first network interface 216 may be provided to interconnect the server 112, 124 to other devices either directly or over a computer or communication network, such as communication network 108. The server 112, 124 may include an additional network interface 220, for example where the server 112, 124 functions as a call center switch 112 that serves to interconnect the switch 112 to the communication network 108 and to service resources 116.